

## Missouri Office of Information Technology

<b>Help Desk Solution Standard</b>	<b>Document Number:</b> <b>ITPS0008</b>
	<b>Effective Date:</b> <b>09/22/2001</b>
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### 1.0 Purpose

This is intended to advise agencies on the Help Desk Solution statewide standard issued on October 22, 2001 by the Chief Information Officer of the State of Missouri.

### 2.0 Scope

Review of the current installation base of help desk systems addressing the issues of product familiarity, operation platform, current and projected number of seats, state investment to date, annual maintenance costs, either actual or projected, and the number of records currently maintained in existing systems. Presentations were also made for products considered to be the most likely candidate for state standard selection.

### 3.0 Background

Studies and reviews were made to determine the best help desk products for the State of Missouri. Upon completion of the reviews, a decision was made and two committees were established to develop contract specifications for each of the named products. The contracts should be enterprise-wide contracts, offer product maintenance and offer services to develop and maintain a module allowing real-time communication between the two products and a module to convert records from other products currently operational within the state to either of the newly named standards.

### 4.0 References

October 22, 2001 Letter from the CIO to Purchasing

### 5.0 Revision History

Date	Description of Change
10/22/2001	Initial standard issued

## **6.0 Definitions**

N/A

## **7.0 Inquiries**

Direct inquiries about this document to:

Office of Information Technology  
Truman Building, Room 560  
301 W. High Street  
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## **Help Desk Solution Standard**

Magic and GWI have been named the help desk solution standards for the State of Missouri



State of Missouri

**Bob Holden**  
Governor

**OFFICE OF INFORMATION TECHNOLOGY**

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Chief Information Officer

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October 22, 2001

Ms. Karen Boeger  
Office of Administration  
Division of Purchasing and Materials Management  
Truman Building Room 630  
301 W. High Street  
Jefferson City, Missouri 65102

Dear Karen:

As you are aware, my office has been working with a number of agencies on the issue of help desk solutions. We have reviewed extensively the current installation base of help desk systems. In the review, we addressed the issues of product functionality, operation platform, current and projected number of seats, state investment to date, annual maintenance costs, either actual or projected, and number of records currently maintained in existing systems. We also scheduled presentations of products considered to be the most likely candidates for state standard selection.

After having conducted the reviews and discussed the issues with the Information Technology Advisory Board, I am naming the products Magic and GWI as help desk standards for the State of Missouri. All other products currently in use in the state will be placed in a twilighted standards category within Missouri's enterprise-wide architecture. With these two products named as standards, agencies should no longer be allowed to procure other help desk products without a written architecture variance from my office.

Following the announcement of my decision at the October 17, 2001 ITAB meeting, two committees were established to develop contract specifications for each of the named products. Jill Hansen is leading the GWI committee and Jim Weber is leading the Magic committee. It is my expectation that they will approach the

Division of Purchasing to establish contracts with each to the providers of these products. The contracts should be enterprise-wide contracts, offer product maintenance and offer services to develop and maintain a module allowing real-time communication between the two products and a module to convert records from other products currently operational within the state to either of the newly named standards. I believe these contracts may be established under the single feasible source procurement provision principally due to the product maintenance requirement.

If you have any questions concerning the naming of these two products as standards please do not hesitate to contact me.

Sincerely,

Gerald E. Wethington  
Chief Information Officer

See file for signature